

Chenghong Wang

3+ years of proven record to solve complex problems and create enterprise products with the superpower to leverage mixed-method design research into elegant experiences.

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EXPERIENCE

Microsoft (Via Kforce), Product Designer

Aug. 2020 - PRESENT / Mountain view, California

Focus on Azure Cloud customer support and security response experience for 4M Active users.

- Leading the Azure service issue self-help support experience design to reduce incidents at scale (220K labor hours per year) in fast-paced design-to-development sprints.
- Infusing virtual design workshops, usability studies, accessibility review, and design system to construct a partner team's design process from scratch to generate user-friendly solutions with data validations.
- Innovating the communication experience for complex user scenarios to boost the efficiency (Reducing 60% clicks) and stickiness of Microsoft Security Response Portal.

Kidaptive (Acquired by McGraw Hill), UI/UX Designer

Jan. 2019 - May. 2020 / Redwood Shores, California

Kidaptive is a Series C startup that empowers Edtech companies with data analysis.

- Scaled the active user events from 2.5M to 4M by leading the onboarding design for Kidaptive's Machine Learning-enabled SaaS data analytics dashboard.
- Led design systems efforts for Kidaptive including planning and execution, accessibility of colors and type scale, and discussion of design tokens.
- Led agile product design cycles that received \$1M investment and following joint venture buy-in with SAT CAT, a cross-platform cloud-based personalized learning report system.

Medraki, Product Design Lead (Co-Founding)

Nov. 2019 - PRESENT / San Francisco, California

Medraki is a healthcare startup focused on fair and transparent physician scheduling solutions.

- Crafted the native mobile app with design cycles and executed on a big vision with MVP product from research, idea brainstorming, wireframes, to visual design.

EEme, UX / Full Stack DevOps Intern

Oct. 2018 - Jan. 2019 / Belmont, California

EEme is a mixed learning Edtech company that teaches kids about electronics.

- Restructured the front-end web pages with Django, HTML / CSS, and JavaScript.

Ernst & Young (Capstone Project), Product Designer

Dec. 2017 - Aug. 2018 / Pittsburgh, Pennsylvania

Closely collaborated with EY's global learning leadership team.

- Planned and facilitated design workshops to map out product goals and brainstorm design details to digitize EY's senior learning program.
- Transformed the legacy learning program into a web-based corporate learning management system with 24% learning efficiency increase.

EDUCATION

Carnegie Mellon University, PA

Human Computer Interaction Institute

M.S. Educational Technology and Applied Learning Science (METALS), 2018

National Cheng Kung University, Taiwan

B.S. Industrial Design, 2015

Honor / Microsoft Imagine Cup (Taiwan), First Place, 2015

LANGUAGES

English (Business fluent)

Mandarin (Native)

SKILLS

Design & Communication

Customer journey map

Participatory workshop

Storyboard

Card sorting

Affinity diagram

Information architecture

Paper prototyping

User Research

Contextual inquiry

(Remote) Usability testing

Quantitative survey

Culture probe

TOOLS

Design/Research

Figma

Sketch

Adobe XD

Google Analytics

Qualtrics

Adobe After Effects

Coding

Python

HTML / CSS

JavaScript